



---

## Traffic Management Center (TMC) Manager

### Position Summary

The Traffic Management Center (TMC) Manager is responsible for the day-to-day operations, strategic planning, and overall performance of the Traffic Management Center. This role ensures that traffic incidents, roadworks, events, and other disruptions are managed efficiently, ensuring the safety and mobility of the users of the GMX system.

The GMX TMC Manager shall have comprehensive knowledge of the GMX Shift Supervisor and GMX TMC Operator responsibilities. The GMX TMC Manager is expected to be able to perform the GMX Shift Supervisor and GMX TMC Operators tasks efficiently.

### Essential Duties

- Management of the TMC daily operations to ensure prompt response to traffic incidents, effective traffic management strategies, and efficient communication with stakeholders.
- Development and implementation of short-term and long-term strategies to enhance the effectiveness and efficiency of the TMC.
- Leads and supervises TMC staff, promoting continuous learning and professional development. Supports GMX with administrative/personnel issues such as hiring, disciplinary actions, timesheets approval, maintaining files on all GMX TMC staff etc.
- Supports GMX to evaluate, recommend, and implement advanced traffic management systems, software, and other technologies to enhance TMC operations.
- Monitors traffic patterns, incident response times, and other key metrics for compliance with the TMC Standard Operating Guidelines (SOG) providing regular reports to senior management and recommending improvements.
- Distributing, executing and following-up on DMS messaging plans for special events, construction, and maintenance activities with appropriate approvals.
- Provides support and attendance at the Traffic Incident Management meetings.
- Coordinating, developing agendas, and facilitating various meetings with GMX Shift Supervisors, GMX TMC Operators, and others as needed.
- Coordinating/performing systems checks daily (ITS devices i.e., CCTVs, DMS, Detectors, etc.)
- Coordinating and sharing "on-call" responsibilities (weekends and nights).
- Assists during TMC tours and presentations.
- Oversight of the Road Ranger contract including but not limited to fleet and driver inspections, oversight of the driver activities, evaluations, documentation and performance measures

- Oversees the GMX TMC contract performance measures.

### **Supervision Exercised**

- Will be responsible for the supervision of the GMX Traffic Management Center staff contracted to perform the TMC operations.

### **Required Knowledge, Skills & Abilities**

- Thorough knowledge of Florida Department of Transportation Maintenance of Traffic scenarios
- Knowledge of occupational hazards and safety precautions related to roadway operations and maintenance work
- Knowledge of quality assurance/quality control programs
- Communicate clearly, concisely and effectively, both verbally and in writing.
- Analyze project recommendations and develop work priorities and schedules
- Ability to direct and coordinate field operations and inspections
- Establish and maintain effective working relationships
- Ability to handle multiple projects simultaneously.
- Work effectively both independently and as part of a team
- Be able to provide presentations to the Traffic Incident Management meetings on the status of the GMX issues
- Ability to perform system patrols to assist with traffic incidents
- Oversee the Road Ranger program including office and field work
- Patrol GMX system to provide oversight of the Road Ranger services

### **Required Education & Experience**

- Bachelor's degree from an accredited four (4) year university or college
- A minimum of five (5) years of experience in TMC operations
- Strong understanding of traffic management systems, technologies, and best practices.
- Skilled in Microsoft Office Suites and ATMS applications.
- Good leadership, interpersonal and communication skills.
- Good understanding of key management concepts.
- Ability to write reports, correspondence, and manuals.
- Ability to coordinate real time activities and priorities.
- Ability to work in a fast-paced environment, occasionally requiring extended hours during emergencies or significant traffic events.

### **Special Requirements, Licenses & Certifications**

- Possession of valid Florida Driver's License and ability to maintain a safe driving record in order to operate GMX vehicles for business purposes.

## **Working Conditions & Required Physical Abilities**

This position is located at the FDOT SunGuide Traffic Management Center. This location is quiet to moderately noisy indoor office environment. However, the employee may also be required perform work in an outdoor roadway environment.

Individuals in this type of position must have the use of sensory skills in order to effectively communicate with other employees and the public through use of the telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use of fingers in order to handle, feel or operate objects and write. Must have the physical capabilities to move about the office and to effectively use and operate various items of office related equipment; such as but not limited to personal computer, calculator, copy and fax machines. The employee must be able to remain seated at a keyboard or workstation for extended periods. Must be able to lift, carry, and/or push/pull articles weighing up to 50 lbs. May also require the ability to bend, stoop, twist, turn, walk up and down steep embankments, walk across lanes of traffic and in heavy traffic congestion as well as the ability to lift heavy objects.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of the job.

**Salary Range: (Exempt) \$90,000 – \$110,000 Annual**

**Full Time / Non-Remote**